

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	Page 1 of 6
2. AMENDMENT/MODIFICATION NO. 0002	3. EFFECTIVE DATE 12/22/2003	4. REQUISITION/PURCHASE REQ. NO. CAO0300019	5. PROJECT NO. <i>(If applicable)</i>		
6. ISSUED BY AO801 Office of Procurement 359 Ford HOB Washington, DC 20515		CODE AO801	7. ADMINISTERED BY <i>(If other than Item 6)</i>		CODE
8. NAME AND ADDRESS OF CONTRACTOR <i>(No., street, county, State and Zip Code)</i>			(X)	9A. AMENDMENT OF SOLICITATION NO. OPR04000101	
			(X)	9B. DATED <i>(SEE ITEM 11)</i> 11/21/2003	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED <i>(SEE ITEM 13)</i>	
CODE		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.

IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14.
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER <i>(Specify type of modification and authority)</i>

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this amendment is to provide responses to question submitted by potential vendors and update clauses.

a. See attached document with responses to vendor questions.

b. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER <i>(Type or print)</i>		16A. NAME AND TITLE OF CONTRACTING OFFICER <i>(Type or print)</i> William L. Dellar	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. U.S. HOUSE OF REPRESENTATIVES BY _____	16C. DATE SIGNED 12/22/2003
<i>(Signature of person authorized to sign)</i>		<i>(Signature of Contracting Officer)</i>	

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

Clause 'HC.6.001 - Period of Performance' has been edited.

Clause 'HC.9.003 - Disputes' has been edited.

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SECTION F -- DELIVERIES OR PERFORMANCE

F.1 HC.6.001 PERIOD OF PERFORMANCE

MAY 2001

Contract period of performance shall be determined prior to contract award.

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SECTION I -- CONTRACT CLAUSES

I.1 HC.9.003 DISPUTES

MAY 2001

Any dispute shall be decided by the CO, who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to the contractor. Within 30 calendar days from the receipt of such copy, the contractor may appeal in writing by mail to the CAO. The CAO's decision shall be final. The contractor may appeal the CAO's decision to the Committee on House Administration only for violations by the CAO for failure in following procedural guidelines within 10 calendar days of the CAO final decision. If no such appeal is taken, the decision of the CO shall be final and conclusive. In connection with any proceeding under this clause, the contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute, the contractor shall proceed diligently with the performance of the contract and in accordance with the CO's decision.

Question from SIP #9, CAO Customer Service Delivery Model

General Questions

1. Section M.1 indicates the House will make multiple awards. Section M.2 states the House intends to award a single contract.

Response: The House will issue a single award as the result of this solicitation.

2. Will there be any small business set-aside components?

Response: No, the House does not have any set-aside requirements.

3. What is the purpose for having the SDLC methodology included in this RFP since the project doesn't appear to include any systems development?

Response: Required clause in all RFPs.

4. L.1 HC.12.003/Pg 25, each proposal shall be placed in separate division... please clarify?

Response: Submit in accordance with the remaining portion of the clause: four distinct sections: A – Proposed Technical Approach. B – Personnel Qualifications, C – Past Performance, and D – Cost Proposal.

5. You have set page limits on the technical and past performance sections, are there limitations on personnel qualifications or cost proposal?

Response: No, provide proposal as requested in the solicitation.

6. What will be the timing of awarding the contract?

Response: Anticipate award by April 2004.

7. What contract vehicle will be used for contract...GSA, existing House vehicles, (others)?

Response: The House issued a full and open solicitation for competition and award, the route by which the vendor provides a pricing proposal to support the solicitation is up to each vendor.

8. Can the House explain why this solicitation was not issued under the Master Service Agreement that is in place with many House vendors?

Response: All vendors with the capability to provide this service were solicited.

9. The House states that Section B must include:

“Represent in the proposal that the information is accurate and complete and that the individuals named are available for assignment on the date the purchase order becomes effective”.

Please clarify whether this applies to non-key personnel. If the House does intend that it apply to non-key personnel, can the House provide an anticipated effective date for the purchase order? Can the offeror make the availability of non-key personnel dependant on the anticipated effective date?

Response: This statement does not apply to non-key personnel; however, the proposed vendor must take all necessary steps to ensure that they have the required personnel available to execute the performance of the project.

10. For responses delivered in MS Word format, is the solicitation cover sheet required? If so, can the House supply one in MS Word format. Additionally, what does the House expect in terms of signatures if the proposal is submitted in MS Word format? Alternatively, are pdf submissions acceptable?

Response: Vendor has three options available to satisfying this requirement: 1. Scan cover sheet and e-mail with proposal; 2. Fax cover sheet and email the rest of the proposal; or, 3. Mail the coversheet and proposal. Submission of a PDF document is acceptable.

11. May we consider using boutique subcontractors with specialization in a particular process area?

Response: Yes

12. It appears that before work can begin, a thorough evaluation of the current system is needed to identify the work that needs to be implemented to improve/correct the current system. We consider this a beginning phase and the actual work as the implementation stage. For cost efficiency we believe a T&M or FFP/T&M approach would be the most cost efficient to adequately cover what the real needs of the CAO are. Would the House of Representatives consider changing the solicitation to a time and materials contract or to a combination proposal of a firm fixed price and a time and materials cost proposal for different phases?

Response: No – We will use a FFP.

13. Until the above questions are adequately answered, CACI is able to do preliminary work on the RFQ. Until the questions are adequately answered, and in light of the complexity of the questions, CACI respectfully requests a three-week extension to the proposal due date. Can you provide such an extension?

Response: The House does not feel that an extension is appropriate at this time.

Technical Questions

14. What is the relationship of this procurement to the professional development needs assessment project currently being evaluated?

Response: There is no relationship...two separate projects.

15. What is the status and anticipated award and completion dates for the needs assessment?

Response: Not part of this project, need to follow-up with team assigned to that project.

16. To what extent do your SIPs clearly define the changes needed of CAO customers? Does the House have some forward thinking SIPs.

Response: All SIPs are clearly defined regarding scope and purpose.

17. What year are you in relation to the three-year strategic and transformational plan and how might ongoing/future planning efforts affect this work?

Response: The House is in the 2nd year.

18. What if any key factors are driving the four month time frame?

Response: High-level estimate of time required to complete the two deliverables.

19. What is the composition on your internal team for this project?

Response: CAO, Deputy CAO for Strategy, Associate Administrators of five major business units, and Director of Communications.

20. What are your budget guidelines for this project?

Response: This is a solicitation issued under full and open procedures, budget information cannot be released.

21. Would you characterize the CAO customers, internal and external, relevant to this analysis?

Response: Internal customers are CAO personnel. External customers are the Members and staff of the House.

22. Who are the main CAO stakeholders for this project?

Response: Same as question #19

23. Who will be the CAO working team for phases 1 and 2?

Response: Same as question #19

24. Does the House have any expectations as to type of depiction of the as-is models (e.g., swim lane)?

Response: No, the House is seeking recommendations from vendors in this regard.

25. Section 1.3 – Scope: What type of validation process is expected?

- a. Focus group/interviews
- b. Senior executive validation
- c. Paper based only

Response: Whichever method the proposer believes is most effective.

26. Do the processes listed in Appendix #5 constitute all of the processes that might be included in this project?

- a. How many of them have been completely mapped?
- b. How many of these processes have been completely mapped?
- c. If processes have not been completely mapped, would you expect us to map them?
- d. If so to what level of detail?

Response: All tier 1 & 2 processes will need to be mapped by awardee.

27. Process Inventory – Can you explain why there is not additional detail for “Provide Personnel Services”?

Response: See attached DRAFT Revised Process Inventory

28. Process Inventory – Which processes are considered Tier 1 plus, which are Tier 2?

Response: Each column equals a tier; therefore tier 1 and 2 items start in the column for which they are assigned.

29. Are any processes out of scope (e.g., are they in tier 3 or 4)?

Response: Tier 3 & 4 are not in scope.

30. On Infrastructure process, what is the rest of the line ... e.g., looks like it is cut off?

Response: See attached DRAFT Revised Process Inventory

31. Are key personnel expected to work full time on site?

Response: No, contractor personnel will be required to come on site for interviews, data gathering, and meetings.

32. When will process analysis that is being done under a separate contract be completed?

Response: Completed NLT January 31, 2004

- a. May we receive a copy of the results?

Response – Yes, if applicable to this project

- b. Are you open to reevaluating this process structure if best practices point in a different direction?

Response: Yes

33. What measures beyond customer satisfaction does the House anticipate using to assess the effectiveness of their customer service delivery model?

Response: Multiple measures will be used under a balanced scorecard format that is still in design.

34. What work if any has been done to date to assess customer satisfaction and will this information be made available to the selected contractor?

Response: Access to necessary staff will be arranged. There is an annual Customer Satisfaction Survey and an annual internal employee satisfaction survey, both completed within the last 6 months. All of this information will be available.

35. How does the House plan on implementing any of the best practices recommendations provided by the contractor? The description of the Phase II deliverable does not include recommendations for improvements to the existing CAO models and the models provided?

Response: Implementation is dependent on options obtained from this undertaking.

36. Can you identify by name any contractors who are assisting you in the more detailed activities related to tier 3 or 4?

Response: IBM

37. Is there an incumbent contractor?

Response: No, this is a new requirement

38. If contractor assistance is anticipated for future phases of the project, will the contractor performing the initial work be precluded from future tasks?

Response: No vendors will be precluded from bidding on future phases.

39. Is the House looking for advice and guidance on closing any identified gaps between current delivery model and best practices, or does this solicitation stop at identification of the gaps?

Response: Stops at identification

40. What mechanisms are currently in place to assess customer satisfaction on an on-going basis?

Response: Annual customer satisfaction survey; expanding point of service feedback.

41. What value specifically does the House anticipate reaping from this initiative versus the existing Cost Modeling contract and the upcoming Balance Scorecard initiative?

Response: Complementary undertakings in that the findings of cost modeling and balanced scorecard will feed into this effort.

42. The House has provided a list of documents that will be provided to the contractor in order to create a model of the current service delivery model. Will the House permit the contractor to interview staff, observe activities and perform other tasks that will be of assistance in constructing this model?

Response: Yes

43. Does the House anticipate the use of surveys to benchmark the current level of customer service and measure success over time?

Response: Yes

44. Does the House have any customer service standards that have been adopted?

Response: Yes, however a separate undertaking is underway to refine and enhance.

45. During the pre-bidders conference, the CAO noted that the results of this effort will be used to potentially radically change the operating structure of the organization. Within this context, the term "Customer Service Model" represents a broad analysis and development effort closely aligned with organization design and development. Under this interpretation, we have the following questions:

- a. What is the primary focus of the best practices research component of Phase II (business processes, customer service, organization structure, other)?

Response: To identify best practices customer service delivery models and document the gap in comparison to the existing CAO model.

- b. Have all activities around customer products and services been mapped?

Response: Refer to question 26

- c. Will the contractor have to validate the activities performed for each customer product and service?

Response: This should be accomplished as a fundamental part of the analysis.

46. In paragraph 1.5.2. you indicate that the contractor may be required to prepare routine and ad-hoc formal status briefings on the efforts being conducted. How many routine and ad-hoc status briefings do you expect the contractor to deliver?

Response: The House may require up to, but not limited to, two reports per month.

47. In paragraph 1.6.2, bullet 1, you indicate that the contractor shall establish a project management system based on the validated Strategic Implementation project plan and that the system must meet the Strategic Implementation Project reporting requirements established by the CAO. What are the Strategic Implementation Project reporting requirements?

Response: Monthly status reports including actions/tasks accomplished, budget, adherence to schedule, etc...

48. As a point of clarification, on this particular solicitation, you're not looking for advice and guidance on which of these best practices we think might best support your organization; you're simply looking for what is that inventory and which ones might be applicable here.

Response: Correct.

49. In documenting the current process, Tier 1 or Tier 2, this is not to the activity level, more high level and then a step down . . .?

Response: Correct.

50. Are these all of the processes or are there additional processes to be identified?

Response: See attached DRAFT Revised Process Inventory; attached process list is comprehensive.

51. Given your previous discussion about the customer survey work that has been done already, is this assessment more geared toward the business process organizational structure perspective rather than a customer satisfaction perspective?

Response: The assessment is to review both.

52. As a follow-on to that, does the feedback in the customer survey have enough detail to map back to core processes and is it available?

Response: Survey results will be available to the selected vendor once contract is awarded. Not all survey questions map directly to core processes.

53. Who is the external customer population?

Response: The Members of Congress, their staff, the Committees and the House Leadership are the external customers.

54. Can you talk a little bit about the composition of the internal team, what their role is ...

Response: See question #19.

	Process	Subprocess	Activity	Task	Description
Core Processes					
1.0	Enable Customer Outreach				dealing with constituents and marketing house stuff
1.1			Sell House branded stuff		Involves selling house branded merchandise at the gift shop and selling flags.
1.1.1			Operate gift shop		
1.1.2			Process flag requests		
1.2			Enable information exchange with constituents		Push and pull; website, e-mail, and regular mail communications; brochures
1.2.1			Create web pages		everything except content development
1.2.2			Process mail		bulk mail, regular mail, departing member mail services
1.2.3			Maintain e-mail list serves		includes creation and maintenance
1.2.4			Answer constituent questions		grants database, brochures, white house tickets, newswires
1.3			Provide media services		
1.3.1			Provide A/V services		committee broadcasts, a/v duplication, digital conversion, house floor recordings
1.3.2			Provide photo services		
1.4			Coordinate Special Events		organize transition services, conduct member or internal events (fairs)
2.0	Disseminate Information (note - name likely needs to change)				manage and operate house business
2.1			Generate communications content and reports		(reports, communications, websites, list serves)
2.1.1			Produce regular reports		financial/budget, mail, procurement, general business unit reports - used to manage regular operations
2.1.2			Prepare internal communications		CAO Dear Colleagues, maintain internal list serves, CAO Overview (newsletter), content for House fairs
2.1.3			Develop websites and content		House.net, House.gov,
2.2			Respond to inquiries		includes issue resolution
2.2.1			Answer questions		questions to help desk or individual, benefits, financial, first call, IT, general/administrative, travel card program
2.2.2			Review stuff		district office leases, auto leases, Dear Colleagues
2.2.3			Provide consulting services		budget preparation, procurement, equipment, work force issues, process improvements
3.0	Supply goods and services				
3.1			Respond to requests for office changes		intra-office moves, any changes to existing office space
3.1.1			Setup new office		includes physical infrastructure and technology infrastructure
3.1.2			Modify existing office		
3.2			Supply goods from inventory		
3.2.1			Sell office supplies		
3.2.2			Supply furniture		includes locksmithing
3.2.3			Supply furnishings		carpeting, upholstery, picture framing, engraving
3.3			Acquire Goods and Services		simplified, major solicitations, purchase card, non-CAO office, amenities contracts
3.3.1			Plan annual House procurements		includes soliciting input from customers to prepare annual procurement plan to CHA
3.3.2			Procure required stuff		Includes simplified purchasing, complex procurements, stock office supply store
3.3.3			Manage contract		
3.3.4			Purchase non-contract items		includes purchase cards
4.0	Support Personnel				
4.1			Hire employee		multiple entry points (one for House Officers, one for member support)
4.1.1			Determine need		includes recruitment strategy
4.1.2			Create vacancy announcement		includes posting vacancy announcement
4.1.3			Track resumes		includes screening for interviews, seasonal resumes
4.1.4			Interview candidate		
4.1.5			Approve selection		includes make and accept offer
4.2			Administer benefits		notary and passport services
4.2.1			Notarize documents		staff and House related business for non-staff
4.2.2			Expedite passport processing		
4.2.3			Provide child care		
4.2.4			Process request for benefits		includes health, life insurance, TSP, bonds, transit benefits, health club membership
4.2.5			Administer student loan program		different from other benefits because CAO administers
4.2.6			Process new hire benefits		
4.3			Pay people		includes members, current employees, retirees, surviving spouse
4.3.1			Calculate earnings and benefits		separate for members and staff
4.3.2			Disburse funds		includes monthly and supplemental payments
4.4			Provide amenities		includes food service, beauty shop, shoe shine, barber shop, postal service,
4.4.1			Assess trends, needs, customer demands		
4.4.2			Plan amenities		
4.5			Develop employee		
4.5.1			Provide training		
4.5.2			Provide performance management and development services		includes OEA, professional development - CAO more specific to perf mgmt needs
4.6			Separate employee		
4.7			Ensure personnel safety		
4.7.1			Ensure compliance with personal health and safety regs		FSS testing for respiratory and auditory, etc.

